

**Summary of Complaint : 11-C00296629-1**

*WPT Docket 11-65*

**User Complaint Key :** 11-C00296629-1

**Form Type :** 2000B

**Submitted Date :** Apr 04, 2011

**Source :** WEB

DOCKET FILE COPY ORIGINAL

**Admin**

**Disposition Status :** Initial Review

**Congressional Complaint :** No

**Type :** Wireless

**Category :** Service - Quality/Coverage

**SubCategory :** Home Area Service - (SHAS)

**Admin Comments**

Letter and Serve in the next pages...

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**Form 2000B – Billing, Privacy, or Service Quality Complaint**

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**Consumer's Information:**

First Name: **Michael** Last Name: **Fierro**

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: **187 Crooked Creek Rd**

Address 2:

Mailing Address (where mail is delivered)

City: **Murphy** State: **NC** Zip Code: **28906**

Telephone Number (Residential or Business):

E-mail Address:

**\*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\***

1. Telephone number(s) involved (including area code):
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?:
3. What is the account number that is the subject of your complaint?:
4. If you are disputing charges on a telephone bill, complete the following:
  - a. Disputed amount: \$ **0.00**
  - b. Have you paid any of the disputed charges?:
  - c. Did the billing company adjust or refund the disputed charges?:
  - d. If yes, what was the amount of the adjustment or refund?: \$ **0.00**
  - e. Are the disputed charges related to additional services?:  
If yes, please explain:

Broadband 1 of 2

Approved by OMB

3060-0874

Estimated time per response: 30 minutes

## Form 2000B – Billing, Privacy, or Service Quality Complaint

### Consumer's Information:

Received & Inspected

First Name: Michael Last Name: Fierro

APR 04 2011

Company Name: \_\_\_\_\_  
(Complete only if you are filing this complaint on behalf of a company or an organization.)

FCC Mail Room

Street Address or Post Office Box Number: 187 Crooked Creek Road

City: Murphy State: NC Zip Code: 28906

Telephone Number (Residential or Business): (828) 494 - 5096 Ext: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### \*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\*

1. Telephone number(s) involved (including area code): (828) 494 - 5096 Ext: \_\_\_\_\_  
(828) 494 - 2230 Ext: \_\_\_\_\_
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint? AT & T
3. What is the account number that is the subject of your complaint? 828 494 5096 094 2621
4. If you are disputing charges on a telephone bill, complete the following:
  - a. Disputed amount: \$ \_\_\_\_\_
  - b. Have you paid any of the disputed charges? \_\_\_Yes \_\_\_No
  - c. Did the billing company adjust or refund the disputed charges? \_\_\_Yes \_\_\_No
  - d. If yes, what was the amount of the adjustment or refund? \$ \_\_\_\_\_
  - e. Are the disputed charges related to additional services? \_\_\_Yes \_\_\_No  
If yes, please explain: \_\_\_\_\_
5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below:  
Do not allow the AT&T merger with T Mobile. AT&T has refused to provide any form of  
broadband service in this area putting us at a great disadvantage to others. The buyout  
money should instead be used to provide/improve services within their existing market  
before looking to expand it and eliminate potential competitors from doing so.

September 2007

wireless 2 of 2

Approved by OMB  
3060-0874  
Estimated time per response: 30 minutes

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### Consumer's Information:

Received & Inspected

First Name: Michael Last Name: Fierro

APR 04 2011

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(Complete only if you are filing this complaint on behalf of a company or an organization.)

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Telephone Number (Residential or Business): (828) 494 - 5096 Ext: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### \*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\*

1. Telephone number(s) involved (including area code): ( ) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_  
( ) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint? AT & T
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  - d. If yes, what was the amount of the adjustment or refund? \$ \_\_\_\_\_
  - e. Are the disputed charges related to additional services? \_\_\_ Yes \_\_\_ No  
If yes, please explain: \_\_\_\_\_
5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below:  
I object to the AT&T merger with T Mobile on the basis of free market competition. No  
wireless service is available in the area despite the fact that fees have been collected for  
for years to improve rural service. They should invest in providing services within their  
current market area before expanding it and eliminating potential competition.

September 2007